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Bib Data Sheet

SERIAL NUMBER 09/400,320	FILING DATE 09/21/1999 RULE -	CLASS 379	GROUP ART UNIT 2742 2642	ATTORNEY DOCKET NO. 37770	
APPLICANTS JOHN C. MEARS, GAITHERSBURG, MD ; GARY E. KORZENIOWSKI, NEW MARKET, MD ; WILLIAM R. LEWIS JR., EILLCOTT CITY, MD ; LY K. PEANG-METH, GAITHERSBURG, MD ;					
** CONTINUING DATA ***** None <i>2018</i>					
** FOREIGN APPLICATIONS ***** None <i>2018</i>					
IF REQUIRED, FOREIGN FILING LICENSE GRANTED ** 10/07/1999 -					
Foreign Priority claimed <input type="checkbox"/> yes <input checked="" type="checkbox"/> no 35 USC 119 (a-d) conditions <input type="checkbox"/> yes <input checked="" type="checkbox"/> no <input type="checkbox"/> Met after met Verified and Acknowledged <i>Allowance</i> Examiner's Signature <i>[Signature]</i> Initials		STATE OR COUNTRY MD	SHEETS DRAWING 58	TOTAL CLAIMS 24	INDEPENDENT CLAIMS 3
ADDRESS 23820					
TITLE CONTACT CENTER SYSTEM CAPABLE OF HANDLING MULTIPLE MEDIA TYPES OF CONTACTS AND METHOD FOR USING THE SAME					
FILING FEE RECEIVED 962	FEES: Authority has been given in Paper No. _____ to charge/credit DEPOSIT ACCOUNT No. _____ for following:		<input type="checkbox"/> All Fees <input type="checkbox"/> 1.16 Fees (Filing) <input type="checkbox"/> 1.17 Fees (Processing Ext. of time) <input type="checkbox"/> 1.18 Fees (Issue) <input type="checkbox"/> Other _____ <input type="checkbox"/> Credit		